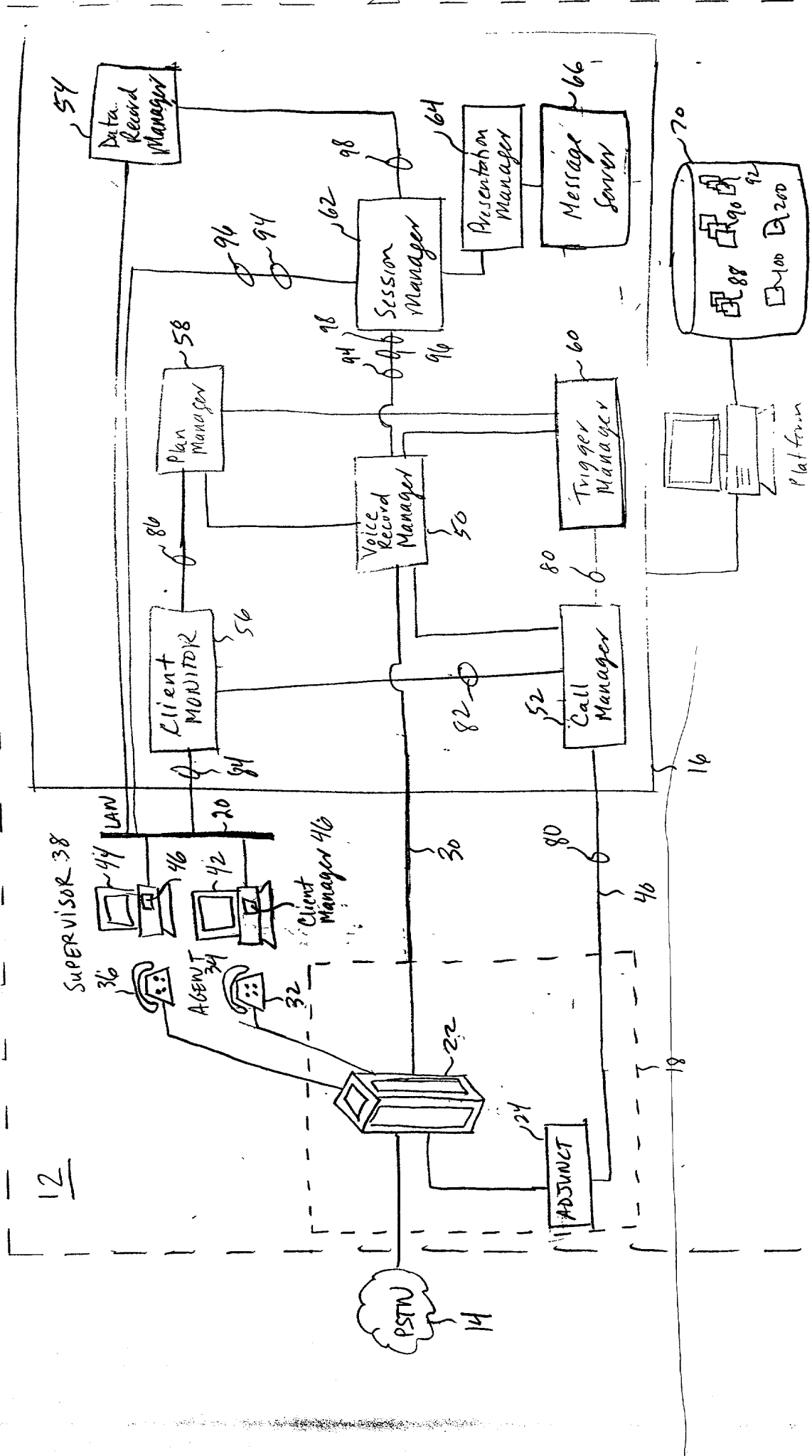


FIGURE 1

019143.0347

20020308



System And Method For Implementing Recording Plans Using A Presence-Based Plan Manager

Inventor: Blair E. Nygren, et al.

Attorney's Docket: 019143.0347

Sheets: 1 of 5 Filed: February 8, 2002

**General**

Name <sup>122</sup> XYZ <sup>124</sup> Description

☐ Plan is Activated <sup>126</sup>

**Details**

Beginning <sup>130</sup> 1/7/2002 <sup>132</sup>, this plan is to begin monitoring <sup>132</sup> any user defined in the system [Global] <sup>138</sup>

using the <sup>134</sup> greatest dispersion <sup>136</sup> method for recording. The plan should attempt to obtain <sup>138</sup> 10 <sup>138</sup> Voice <sup>138</sup>

recordings during a <sup>140</sup> 1 <sup>140</sup> week <sup>144</sup> period, with a maximum of <sup>144</sup> 5 <sup>144</sup> recordings per day. Recordings can only be

obtained between <sup>146</sup> 12 00 AM <sup>148</sup> and <sup>148</sup> 11 59 PM <sup>150</sup> each day, and they are <sup>150</sup> allowed <sup>152</sup> to have a <sup>152</sup> voice <sup>152</sup>

trigger occur to start the recording. Required triggers are defined in the triggers section of this plan

The <sup>154</sup> (Not Selected) <sup>154</sup> voice template and/or <sup>156</sup> (Not Selected) <sup>156</sup> screen template should be used

to determine the attributes for recording.

The plan should repeat <sup>158</sup> 1 <sup>158</sup> times before ending. Based on these settings, the plan should complete its work on 1/14/2002.

**Triggers**

Triggers <sup>160</sup>

☐ ANI <sup>162</sup>

☐ DNIS

☐ UUData

Name <sup>162</sup>

Value

Add

Edit

Delete

**Users**

Owner <sup>164</sup> Bill Jones <sup>166</sup>

Available Groups and Users <sup>168</sup>

John Smith

Michael Richards

Kathy Baker

Assigned Users <sup>168</sup>

| Name        | Voice Alias | Type | Voice Alias |
|-------------|-------------|------|-------------|
| John Smith  | ...         | ...  | ...         |
| Kathy Baker | ...         | ...  | ...         |

**Notifications**

Notifications <sup>170</sup>

Ken Hicks <sup>172</sup>

Email Address

KHICKS@XYZ.COM

Add

Edit

Delete

[illegible]

Session Table 100

| Session ID 202 | Recording Type 204 | Recording Plan ID 206 | Priority 208 | Resources Identifier 210 | Client ID 212 |
|----------------|--------------------|-----------------------|--------------|--------------------------|---------------|
| 1              | video              | 246                   | 5/10         | data network 20          | 10.200.2.3    |
| 2              | voice              | 246                   | 5/10         | voice channel 1          | X6581         |
| 3              | voice              | ROD                   | 10/10        | voice channel 15         | X6645         |
| 4              | voice              | 123                   | 1/10         | voice channel 20         | John Smith    |
| ...            | ...                | ...                   | ...          | ...                      | ...           |

Figure 4

Transaction Table 200

| Client ID 230 | Recording Plan ID 232 | Recording Specifications 234  | Path ID 236          | Trigger Information 238 |
|---------------|-----------------------|---|----------------------|-------------------------|
| 10.200.2.3    | 246                   | Length: 00:04:32;<br>Start:7:50.00; End: 7:54.32;<br>on-hold: 2:32.01 | video5@server        | website launched        |
| X6581         | 246                   | Length: 00:04:32;<br>Start:7:50.00; End: 7:54.32                      | f:\voice\5011982.dat | on-hold condition       |
| X6645         | ROD                   | Length: 00:24:12;<br>Start:14:05.00; End:14:29.12;<br>CTI Events      | http:\\voiceann5.cti | ANI/DNIS information    |
| John Smith    | 123                   | Length: 00:10:21;<br>Start:17:51.00; End:18:01.21                     | c:\video\3.dat       | None                    |

FIG 5

